





Place of Hearing: Duarsuni  
Appeared:

1. For the Complainant – Sri Pandey Chhatria, At-Turkel, PO-Karlapada, Ps-Sadar Bhwanipatna, Dist.-Kalahandi.
2. For the Respondent – Sri Bijaya Kumar Mahapatra, SDO Elect. No-II, Bhawanipatna, TPWODL.

Complaint Case No. BPT-135/2024

Sri Pandey Chhatria,  
At-Turkel, PO-Karlapada,  
Ps-Sadar Bhwanipatna,  
Dist.-Kalahandi.

COMPLAINANT

Con. No.9036-1305-0278

- Versus-

Sri Bijaya Kumar Mahapatra,  
SDO Elect. No-II, Bhaewaniapatna,  
TPWODL.

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Pandey Chhatria At- Turkel, P.O- Karlapada, Ps- Bhawanipatna, Dist.- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Duarsuni on dt. 18.03.2024, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 1 KW having consumer no- 9036-1305-0278 under SDO Elect. No II, Bhawanipatna.
- 2) As complained by the complainant the provisional/average bill was served from 03/2011 to 11/2022.
- 3) The complainant has intimated the same to the OP, but till date the OP remains silent for which getting no other way the complainant has approached this forum for redressal of his grievance.

The complainant has prayed for:

To revise the provisional/average bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. No II, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR
- 2) Bill details from January 2008 to November 2022



- 3) Date of supply 30/01/2008
- 4) Category: LT/Domestic
- 5) Connected Load 1 KW
- 6) Meter No- TPWODL1169258
- 7) Installed on 16/05/2024 with IMR: "0"
- 8) CMR: 1 Kwh as on 17/05/2024
- 9) Meter Status: OK
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. No II, Bhawanipatna as follows:
  - Average /Provisional bills serve to the consumer from 03/2011 to 11/2022 due to defective meter.

### FINDINGS / OBSERVATIONS OF THE FORUM

On perusal of the complaint petition with all relevant enclosures as well as submission of OP and billing statement; the forum observes the followings:

- The complainant reiterated for Provisional/Average billing. The OP submitted that Average /Provisional bills serve to the consumer from 03/2011 to 11/2022 due to defective meter.
- As per billing database the bill revision has been done for the period from 11/2020 to 05/20 effect on dt. 25.08.2022.

**ORDER**  
**30.05.2024**

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

- To revise the bill from 12/2020 to 11/2022 by taking six-months average consumption of new meter installed on 16/05/2024.
- To withdraw the earlier bill revision effect on dtd. 25.08.2022.

The case is disposed of accordingly.

**Compliance report must be submitted to the Forum by the opposite party after compliance otherwise it will be treated as non-compliance.**

**Compliance Month- November-24**

*Naik 30/5/24*  
B. NAIK  
Co-Opted Member

*30.05.24*  
K.K. PATTNAIK  
MEMBER (Fin.)

*Naik*  
R.K. NAIK  
PRESIDENT

Co-Opted Member  
GRF, Bhawanipatna  
Copy to: -

TPWODL, Bhawanipatna

PRESIDENT  
GRF, Bhawanipatna

1. Sri Pandey Chhatra At- Turkel, P.O- Karlapada, Ps-Bhawanipatna, Dist- Kalahandi
2. SDO Elect. No II, Bhawanipatna, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.

**"If the Complainant is aggrieved with this order of the Grievance Redressal Forum, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**